



2021

WEEKLY UPDATE

TO: HONORABLE MAYOR AND CITY COUNCIL
FROM: JUSTIN MILLER, CITY ADMINISTRATOR
DATE: AUGUST 27, 2021

"A ruffled mind makes a restless pillow." – Charlotte Bronte

PUBLIC WORKS

Street Projects

- Holyoke Avenue between 210th Street and County Road 70 will be closed Wednesday, September 1st beginning at 7am for railroad crossing improvements. Holyoke Ave. will be reopened to traffic by 5pm the same evening.
- Next week westbound traffic on County Road 70 from Cedar Avenue to Humboldt Ave. will be switched to the new westbound outside (north) lane so the contractor can complete construction of the center median.
- Highview Avenue from 175th Street to 165th Street is scheduled to be open to traffic next Tuesday weather permitting.

Streets, Fleets and Utilities

- Streets will spend the remainder of the week cleaning up tree debris from Tuesday's storm.
- Streets is blading the gravel roads and repairing some washouts from the heavy rain.
- Streets is inspecting storm sewer systems in many new construction developments for final acceptance.
- Fleet is preparing retired vehicles for auction in September.
- Fleet continues to perform DOT inspections and maintenance on equipment due in August.
- The WTP production is averaging 12.58 million gallons per day this week and is trending lower with the late week rain.
- Two Utilities staff attended Manhole and Pipeline Assessment training this week.
- Utility staff is working on the annual sanitary sewer cleaning and televising.
- Utility had second interviews for open Maintenance II position.

Environmental Resources/Forestry

- Staff attended the GreenStep Cities Award Celebration on Tuesday where the Minnesota Pollution Control Agency congratulated the City of Lakeville for reaching Step Three. They highlighted our Envision Lakeville process as a great community engagement tool that was unique to Lakeville.
- Environmental Resources staff attended a turfgrass and water conservation event hosted by the Met Council and U of M. The event took place at the U of M's Turfgrass Research, Outreach and Education Facility and highlighted: drought resistant turfgrass varieties, demonstrations of minimal to no-mow turf species, and evaluations of water saving irrigation controllers.
- A forestry seasonal was hired to continue watering newly planted trees and shrubs in parks and stormwater ponds as well as downtown flowers in conjunction with a contractor. The forestry seasonal will start Monday Aug 30th.
- Staff completed 23 inspections and/or work order checks for oak wilt, EAB, DED, tree preservation plans, tree staking in parks, contractor work and storm damage
 - The Forestry Tech with assistance from Streets Admin is mailing out 2nd reminder letters to a group of residents who have not returned right-of-entry agreements/set up appointments which is needed for the shade tree epidemic pest code enforcement program and issued the initial planned ash removal list to Parks and Streets staff to see what can be done in-house before the project goes out for and RFP
- The forester met with Tree Trust staff to discuss the possibility of their organization facilitating some of the ash replacement planting in parks with community volunteers in Spring 2022 or Fall 2022

PARKS AND RECREATION

Park Administration and Maintenance

- The Taste of Lakeville event was held on Wednesday and staff completed preparations and clean up from the event. Staff will be seeding and fertilizing the site to improve the turf quality as much as possible before the Arts Festival in September. Staff also had a Park Bond Referendum educational booth at the event.
- The Steve Michaud and Rolling Oaks parking lot projects continue to progress and remain on schedule. The contractor is planning to tolerance the parking lot at Steve Michaud next week, when complete paving of the lot will start.
- Over 5" of much needed rain came early this week which will help the grass in our parks throughout the system. More rain is anticipated late this week and into the weekend.
- Staff assisted with delivery of additional picnic tables and trash receptacles for a Community Outreach Event and picnic at King Park. The event was coordinated by Heart Ministries and Hosanna Church. Members of our Police and Fire Department's enjoyed meeting the community and sharing a picnic meal, miniature golf, other lawn games and prizes.
- Many locations throughout the parks system had broken limbs or and downed trees from high winds that were removed by staff.
- Staff closed one of the two boat launches at Casperson Park. Heavy rains eroded the sides of the launch requiring the closure. Staff plan to complete repairs early next week and when complete re-open the launch. The boat launch at Orchard Lake Park was also eroded but remains open.

Recreation and Heritage Center

- [Fall Parks & Recreation and Arts Center brochure](#) was delivered to area residents this past weekend.
- Fifty-five attended the Pie Social with music at the Heritage Center. This event was sponsored by Kingsley Shores & Place.

Arts Center

- This week's programs included family pre-school art, adult instructional pottery, a large private part party.
- Fall art programs are filling quickly, don't wait to register! Download a [fall brochure](#) from the website.
- Work progresses for the upcoming Lakeville Art Festival with the Friends of LAAC. All 85 artists have been uploaded to LakevilleArtFestival.org
- This week the Arts Center hosted the Taste of Lakeville with the Lakeville Rotary. This fantastic event was held on the grounds of LAAC, with an estimated 1,800 people in attendance.
- Staff continues to implement plans utilizing funds from the SBA – Shuttered Venue Operators Grant, helping to offset marketing, staffing and contractors/performers expenses.

COMMUNICATIONS

- Sun Thisweek: publishes again on September 3.
- We met with our project manager at CivicPlus to kick-off our redesign for the website.
- We started rolling out education about the park bond referendum. The [new webpage](#) is up and running including master plan concepts.
- Media productions:
 - [Focus on Lakeville](#) (every Friday a new episode)
 - Lakeville Liquors: [Keokuk Store Update](#) (Tour with Ben!)
 - Lakeville Area Arts Center Update: [September/October](#)
 - Irrigation Audits and [Homeowner's Associations](#)
 - Noxious Weeds in MN: [Giant Hogweed](#)
 - Noxious Weeds in MN: [Black Swallow Wart](#)
 - Timelapse Keokuk: [August 1-22](#)

Reminders:

Meetings of the Council

- | | | |
|----------------------|-----------------------|---------|
| • August 30, 2021 | Commission Interviews | 5:00 pm |
| | Special Work Session | 7:00 pm |
| • September 7, 2021 | Regular Meeting | 6:30 pm |
| • September 20, 2021 | Regular Meeting | 6:30 pm |

Informational Attachments:

- Police Department Weekly Report
- Fire Department Weekly Report
- Lakeville Liquors Weekly Report



Lakeville Police Department Update

Sunday, August 15 – Saturday, August 21, 2021

654 Calls for Services



88 TRAFFIC STOPS



35 SUSPICIOUS ACTIVITY



5 DOMESTICS



19 AUTO ACCIDENTS



14 THEFTS



5 CRISIS MENTAL HEALTH
16 WELFARE CHECKS



42 ALARM BURGLAR
2 FIRE ALARM



11 FRAUD



28 ANIMAL CALLS



1 BURGLARY



48 MEDICALS



5 VANDALISM/DAMAGE
PROPERTY



2 DRUG ACTIVIITY



4 CHILD PROTECTION



23 DISTURBANCES



1 DRUNKENNESS



2 MISSING PERSON



0 SHOPLIFTING



Lakeville Police Department Update Sunday, August 15 – Saturday, August 21, 2021

Weekly Review

Please note, if you have reviewed our Calls for Services, you'll see the Weekly Review doesn't include a comprehensive list of calls to which LPD responded. Incidents included here are based on severity, impact on public safety or other factors.

- Theft of a pick-up truck was reported from 17XXX Fieldcrest Avenue.
- Two separate storage lockers were burglarized at 10XXX 165th Street West. Cash and jewelry were stolen from one locker and tools were taken from another.
- Fraud Activity reported after the victim was contacted via text by a "loan company" that offered her a personal loan. Funds were deposited into her bank account and she purchased \$500 in iTunes gift cards to verify the loan and provided the gift card numbers to them. She later learned the deposits to her account were fraudulent.
- A Traffic Stop, at 160th Street West and Excel Way, resulted in the arrest of a 22-year-old male with a Felony Warrant out of Dakota County for 1st Degree Drug Sales/Possession.
- Catalytic Converter theft continues to be on the rise. This week we took the following reports:
 - A catalytic converter was stolen off a vehicle parked at 17XXX Dodd Boulevard
 - Three (3) catalytic converters were cut off busses parked at 9XXX 163rd Street West
 - Twenty-five (25) catalytic converters were stolen off vehicles parked at 20XXX Keokuk Avenue
 - A catalytic converter was stolen off a vehicle in the driveway at 17XXX Gillette Way
- A 41-year-old woman was arrested for 5th Degree Domestic Assault.
- Vandalism/Property Damage was reported at 4XX Romeo Drive after a Bobcat was found with the windshield smashed out.
- Officers were dispatched to 175th Street West and Ipava Avenue to check the welfare of a female passed out behind the wheel of her vehicle. Upon contact, she showed signs of impairment, failing SFST's and was arrested for 3rd Degree DWI after she tested a .21 BAC.
- Another storage locker was burglarized, this time at 21XXX Heron Way. All of the victim's belongings were taken.
- Patrol responded to Disturbance at 9XXX 202nd Street West. After providing false information, the suspect was identified as a 26-year-old male with a Warrant out of Anoka County for, your guess it, Disorderly Conduct. He was trespassed from the store, jailed, and cited with new charges.
- Officers responded to a Traffic Accident at Jamaica Avenue and 162nd Street West. During the crash investigation, one of the drivers showed signs of intoxication. The 30-year-old male was

arrested after he failed SFST's and tested a .16 BAC. Fortunately, no injuries were reported in the crash.



Lakeville Fire Department Update
Monday, August 16 – Sunday, August 22
52 Calls for Service



FIRES
0



VEHICLE ACCIDENT
3



MEDICAL
34



HAZARDOUS
CONDITIONS
3



FIRE ALARMS
1



GOOD INTENT
10



FIRE PREVENTION
1



INSPECTIONS
15



SERVICE CALLS
1



August 22 – August 28, 2021 Weekly Summary

August 1 - 23 Sales Summary						2020%	2019%
Heritage	\$449,460	2020	\$441,158	2019	\$378,026	Up 1.9%	Up 18.9%
Galaxie	\$413,845	2020	\$416,513	2019	\$374,178	FLAT	Up 10.6%
Kenrick	\$334,495	2020	\$335,051	2019	\$348,218	FLAT	Down 3.9%
Combined	\$1,197,798	2020	\$1,192,724	2019	\$1,100,421	FLAT	Up 8.8%
August 1 – 23 Customer Count						2020%	2019%
Heritage	15,386	2020	14,307	2019	13,231	Up 7.5%	Up 16.3%
Galaxie	14,779	2020	14,355	2019	13,953	Up 2.9%	Up 5.9%
Kenrick	11,964	2020	11,566	2019	12,784	Up 3.4%	Down 6.4%
Combined	42,129	2020	40,228	2019	39,968	Up 4.74%	Up 5.4%
August 1 – 23 Sales Per Transaction						2020%	2019%
Heritage	\$29.22	2020	\$30.84	2019	\$25.66	Down 5.2%	Up 13.9%
Galaxie	\$28.01	2020	\$29.02	2019	\$24.08	Down 3.5%	Up 16.3%
Kenrick	\$27.97	2020	\$28.97	2019	\$24.37	Down 3.4%	Up 14.8%
Combined	\$28.44	2020	\$29.65	2019	\$24.70	Down 4.1%	Up 15.1%

In August of 2020 we were open limited hours.

Customer counts and sales per transactions numbers are looking great. These numbers reflect how great our customer service is in our stores. Keep up the fantastic work. Sales are holding strong and we are flat compared to 2020 numbers. Let's finish out this month strong!

Saturday, August 28 we will be handing out free hot dogs from 11:30 a.m. - 1:30 p.m. at our Galaxie location. There will be a beer tasting and our Lakeville Firefighters will be visiting to promote our August fundraiser. Come out and enjoy the day!

Staffing Update

We are hiring for part-time help at all four locations. If you know anyone looking for a part-time job, let them know we are hiring. Our job applications can be found at lakevillemn.gov.

Second interviews for the Assistant Manager for the Keokuk location are finishing up this week. We hope to decide by the end of this week.



August 22 – August 28, 2021

Weekly Summary Continued...



August Fundraiser

Here are the totals so far this month:

Heritage: \$6,855

Galaxie: \$5,634

Kenrick: \$3,904

Combined Total: \$16,393

Customer Service Tip

From Nextiva.com

Treat Your Customers like Gold. The Service Issue is Secondary

Successful reps know that shoppers/customers aren't chasing immediate resolution. They love it when:

- The customer service representative is kind and empathetic
- Reps are transparent and offer genuine steps to resolve the issue vs. actual resolution time
- Agents go above and beyond to offer personalized customer service

The **WRONG** way: Taking things personally

The customer sees you as an extension of your company. Unhappy customers may make abrasive remarks. They aren't attacking you; they're in response to a situation.

The **RIGHT** way: You don't argue/compete, you smile and help instead

Focus on understanding the customer's problem and creating a positive interaction. Besides, getting defensive isn't the most productive use of your time.



"A person who never made a mistake never tried anything new."

-- Albert Einstein



Product Breakout

Tattersall Rose Mexican Honey Gin

This spirit starts with Indeed Brewing's Mexican Honey Lager, distilled in Tattersall's pot still and then redistilled with Tattersall's flagship gin botanicals, highlighted by big juniper notes before resting on strawberries. The result is a slightly malty, fruity spirit with a note of honey. **40% ABV 750 ml**



Baileys Colada Irish Cream

The perfect treat for summertime! Baileys Colada is a blend of their Irish cream with flavors of creamy coconut and sweet, juicy pineapple to create a smooth and creamy drink that's ready to serve straight from the fridge. Best enjoyed over ice or blended with ice for a refreshing cocktail. **17% ABV 750 ml**



Three Floyds Munsterfest

A marzen-style fest beer brewed with the finest German malted barley, aromatic Bavarian noble hops and traditional lager yeast. This rich malty lager is one of the few that remain true to the tradition of gess beers originally brewed to honor the marriage of Prince Ludwig in 1810. **6.2% ABV 12 oz 6 pack/bottles**

